

Telephone Role Play (Inappropriate)

- PC:** (*Chewing gum*) Hi, Cindy! I know it's dinner time right now, but this is the only chance I've had all day to return your call. I know I told you I would get back to you a couple of days ago, but man my life has been so busy and messed-up you wouldn't believe it.
- My husband just lost his job and has been hanging around all day expecting me to be at his beckon call. I feel like I'm nothing more than a slave these days. You know what I mean?!? It's do this, do that!
- And my 2 year-old is driving me crazy. He is constantly throwing temper tantrums. I don't think I can make anyone happy. I wish my husband would just take my 2 year-old to a park and give me a moments peace so that I could get my work done. Now that he lost his job, I need to work.
- I have at least five other calls I need to make yet tonight. Now, what was the problem you were having?
- Mother:** My nipples have been sore and bleeding. It hurts when I try to breastfeed.
- PC:** Well, you know if you positioned the baby correctly your nipples wouldn't be sore. So, how are you positioning your baby?
- Mother:** I have my baby tummy to tummy and I wait until she opens her mouth wide before I put her on just like you said.
- PC:** If that is what you are doing you wouldn't have sore nipples. I don't think I can help you. You need to call the lactation specialist. Her number is 555-1212.

Telephone Role Play (Appropriate)

- PC:** Hi, Cindy. This is Laura, your peer counselor from WIC. I realize it's close to dinner time. Is this a good time for you to talk or would you like me to call back at another time?
- Mother:** No, this is a good time for me to talk; the baby is sleeping and my mother is bringing dinner over in a little while.
- PC:** I'm glad we can talk now. So, when we talked yesterday you said your nipples were sore. How are you doing today?
- Mother:** My nipples are still sore and it hurts when I put her on.
- PC:** Could you tell me more about your nipples and the pain you're having?
- Mother:** Well it has gotten a little better, but my nipples are still red and sore and it hurts when she latches on. I'm doing everything we talked about. I'm holding her tummy to tummy and waiting until her mouth opens wide before I put her on. She just doesn't seem to want to stay latched. I'm not sure breastfeeding is working for me.
- PC:** So, your not sure that breastfeeding is working?
- Mother:** Yes, I didn't think it would be this difficult in the beginning, but I really do want to breastfeed my daughter. I want to make this work.
- PC:** You sound very frustrated. Breastfeeding isn't always easy in the beginning. I can tell you are working very hard to make this work. Since your nipples are still sore and she appears to be having trouble staying latched, I think it might be helpful for you to see the lactation specialist. Would you like me to call her and have her contact you?
- Mother:** Yes, if you think she will be able to help me. I don't want to give Lindy formula. I know breastfeeding is better for her.
- PC:** I can tell you want to do what's best for your daughter. Congratulations for continuing to breastfeed even though it has not been easy for you. I will give the lactation specialist a call right now.
- Do you think you will be okay until she can see you tomorrow?
- Mother:** Yes, Lindy is able to breastfeed and she is gaining weight. It's just, well I wish it was easier and didn't hurt.
- PC:** Yes, I can understand how you feel. Let me give you the lactation specialist's phone number in case she has trouble reaching you. Do you have a pen and paper?
- Mother:** Yes, I'm ready.
- PC:** Her number is 555-1212. Is there any other way I can help you?
- Mother:** No, I think I will be fine until tomorrow.
- PC:** If you need anything, please feel free to call me at 555-1313. Would you mind if I call and see how things are going in the next couple of days?
- Mother:** No, I would like you to call. Hopefully, I'll have good news for you.
- PC:** Yes, the lactation specialist can be very helpful. I will talk to you soon. Bye.
- Mother:** Bye. Thank you for your help.
- PC:** You're welcome.